

MDHearingAid **>>> AIR[®]**

THE DOCTOR'S CHOICE FOR AFFORDABLE HEARING AIDS[®]



User Manual

Congratulations!

As the owner of the MDHearingAid® hearing instrument, you may once again enjoy the sounds of your environment and conversations with your family and friends at a price you can afford. To get the most out of your MDHearingAid®, please read this brochure in its entirety. Your satisfaction with hearing aids depends on the type and degree of your hearing loss and your expectations. No hearing aid can restore normal hearing, and not everyone will benefit equally.

Please read this manual in its entirety before using your MDHearingAid® AIR.

Table of Contents

The MDHearingAid® Story . . .	2	Replacement of Tubes	21
Package Contents	4	& Domes	
Hearing Aid Diagram	6	Maintenance & Care.	22
& Assembly		In Case of Malfunction	23
Changing the Battery	7	Troubleshooting	24
Placing the Hearing Aid	10	Warranty & Repair	27
in Your Ear		Return Policy	28
Turning the Hearing Aid On . .	12	Warning to Hearing.	30
Selecting a Program.	13	Aid Dispensers	
Using the Telephone/	14	Important Notice for	32
Telecoil Capability		Prospective Users	
Getting the Most from.	16	Notice of Cancellation.	34
Your Hearing Aid		Technical Specifications	35

The MDHearingAid® Story

The MDHearingAid® was invented by a board-certified Ear, Nose, & Throat physician in Chicago, IL. He would encounter patients in his daily practice who would benefit from hearing aids, but many simply couldn't afford the thousands of dollars often needed to pay for them. As a physician, he knew the effects of untreated hearing loss: depression, social isolation, anxiety, and symptoms consistent with Alzheimer's dementia.

He set out to find a reasonable solution that could help with the most common types of hearing loss at a reasonable price. He was looking for a "one-size-fits-most" hearing aid similar to reading glasses that can easily be purchased at the drug store.

After evaluating numerous hearing aids and sound amplifiers including those seen on television, he found, without fail, that almost all of these were found to only amplify bass / low frequencies (<1000 Hz) and were not useful in amplifying the frequencies related to the human voice (1000-4000 Hz).

He worked with world-class Doctors of Audiology to create the MDHearingAid® AIR. Built to exact technical specifications, the MDHearingAid® AIR includes advanced technology found on hearing aids costing thousands of dollars more such as:

- Advanced Feedback Cancellation to reduce and eliminate whistling.
- 2-Channel/12-Band digital amplification to accurately reproduce speech and sounds to enhance listening comfort.
- Advanced Noise Reduction to reduce noise embedded in speech and maximize speech quality.
- Advanced Compression technology to magnify soft sounds and dampen loud sounds.
- Telecoil to enhance hearing on telephone or in telecoil-looped environments (including many churches, theatres and public buildings).

The MDHearingAid® AIR hearing aid has been rigorously tested by leaders in the hearing loss field (ENT Physicians and Audiologists) who have unanimously agreed that the sound quality and output is surprisingly accurate given its low cost.

Package Contents

Your MDHearingAid® AIR aid is supplied with:



Right and **Left** thin Earhooks/tubing that screw into the base of the device

RED lettering is for right ear
BLUE lettering is for left ear

3 open fit domes, 3 closed domes

This selection of domes is designed to fit most adult ears. The 3 domes with vents allow natural sound to enter the ear and reduce the 'plugged up' feeling sometimes encountered.



Earhook and Tubing cleaner

Cleaning brush and magnet



Optional Traditional Earhook System

This is ONLY for people needing higher volume or a customized tubing length (see separate package for details)

Hearing Aid Diagram & Assembly



Changing the Battery

Before inserting a new battery into the hearing aid, remember to remove the adhesive tab. Do not use batteries on which there is a sticky residue from the tab or other unwanted substance as this can block the battery airholes.

Push the nail grip downwards to swing open the battery compartment. The nail grip is located below the power switch at the bottom of the hearing aid.

Tip: Use the magnet in the end of the brush to simplify battery removal and replacement.

The battery must be placed with the plus (+) sign in accordance with the plus (+) sign on the battery compartment. If the battery compartment does not close easily, the battery is inserted incorrectly.

When removing an exhausted battery, make sure to hold the hearing aid over a table, and turn the hearing aid over. The battery will fall out.



Changing the Battery (continued)

Low Battery Warning

When the battery voltage nears the end of life, the MDHearingAid AIR will provide a low battery warning signal. The initial warning will be three sets of double beeps every 10 minutes. At this point the hearing aid is still functioning, but it is recommended that batteries be replaced as soon as possible.

When the battery is too weak for further operation, the MDHearingAid AIR will issues six sets of double beeps, and then shut down all audio output of the hearing aid. At this point the unit will not be usable until a fresh battery is installed.

Recommended Battery Type

The MDHearingAid® AIR uses size **13 / 13A zinc-air batteries**. Please note the expiration date on the battery. Also, do not leave exhausted batteries in the hearing aid, as they may leak and damage the hearing aid.

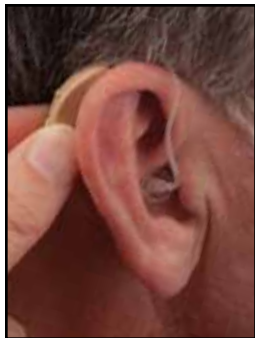
The life of the battery depends on a number of factors, such as the settings of your hearing aids and the number of hours used per day.

In rare cases, a new battery may be exhausted because it was not sealed properly. If your hearing aid does not work after replacing a battery, try inserting a different new battery.

Remove the battery from the hearing aid if it will not be used for a prolonged period of time.

Caution! Batteries can be harmful if swallowed. Be sure to keep batteries out of reach from children and pets. If a battery is accidentally swallowed, seek medical attention immediately, or call The National Battery Hotline collect at 202-625-3333.

Placing the Hearing Aid in Your Ear



1. Screw on the earhook (Red = Right Ear, Blue = Left Ear) to the base of the hearing aid (refer to the diagrams on pages 4 and 6)
2. Choose the appropriate size of dome for your ear so that the fit is snug. If the fit is loose, you may hear a whistling noise when the hearing aid is on. Also, make sure that the dome does not slip off easily, or it could become dislodged in your ear canal.
3. Gently pull the outer ear backwards and upwards with the one hand. With the opposite hand, insert the dome into the ear canal, slowly twisting back and forth while holding the lower part of the tubing until the dome fits securely in the ear canal.
4. Once the dome has been inserted, place the hearing aid behind the ear so that the earhook rests comfortably on the ear, close to your head. The stabilizer bar should help keep the dome seated in the ear canal. It can be trimmed down as needed.

5. When the hearing aid is in its correct position, turn it on and adjust the volume.

To avoid whistling or “feedback”, make sure the eardome fits securely in the ear canal. Try the different sized domes to see which fits best. With a secure fit, there will not be whistling (you can see this by covering the eardome opening with your finger and the whistling should cease).

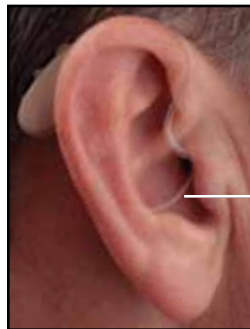
If whistling is still heard, see the Troubleshooting section, page 24.

Each person is different so try all 6 domes to see which fits and sounds best to you.

Ensure the “mushroom” portion of the dome points INTO THE EAR CANAL.

Correct Final Position

Once the hearing aid is fitted correctly, it will sit on your ear as in the picture.



Stabilizer Bar

NOTICE the earhook rests on the FRONT and TOP of the ear.

Turning the Hearing Aid On



The MDHearingAid®AIR uses a volume dial with a built in on/off switch (like traditional radios).

Turn off the hearing aid, by turning the volume dial downward below 1 until you feel a click. The hearing aid is now off.

Turn the volume dial upward, past the click, and the hearing aid is now turned on.

When the hearing aid is turned on it will take a few seconds to begin amplifying sound. This designed to allow the user time to put the hearing aid in their ear.

WHISTLING may be heard if the hearing aid is turned on but not securely in your ear. **This is normal.** Once the hearing aid is properly seated in your ear, the whistling will stop (read on).

Selecting a Program

The AIR has 4 programs designed to address the most common hearing loss scenarios. Try the different programs, depending on your environment to find the program that works best for you.

Program	Description	Best For
1 Normal "Quiet Mode"	Flat hearing loss. Mild, moderate, or moderately-severe flat hearing loss in ALL frequencies.	Home, watching TV, time with family.
2 Low Cut "Party Mode"	Sloping below 1000 Hz. Normal hearing in the low pitches.	For noisy environments such as group meetings, church, time with friends.
3 High Cut "Noisy Mode"	High Frequency Hearing Loss (above 2000 Hz).	Intense noise situations, such as restaurants, traffic or large crowds.
4 Telecoil	Telecoil only, Microphone is off.	Use with compatible telephones, and looped environments (see page 14).

Once turned on, the AIR starts on Program 1. Push the Program Button to advance the program - you will hear audible beeps corresponding to the program number (2 beeps → Program 2, 3 beeps → Program 3, etc.)

Using the Telephone/Telecoil Capability

The MDHearingAid® is equipped with a Telecoil, also known as an Audio Induction Loop. Telecoils enable the direct magnetic coupling of your hearing aid to telephones and other compatible audio sources.

Telecoils provide clear sound that is free of background noises and feedback. Telecoils enable you to comfortably use the telephone without removing the aid.

Use **Program 4 (4 beeps)** to activate the Telecoil mode. In Telecoil mode, the hearing aid speaker is disabled, and only sounds picked up from the telecoil are amplified.

General Telephone Use. When using the telecoil, center the telephone receiver on the hearing aid, not on your ear canal. Move the receiver along the hearing aid to locate the clearest, strongest signal. You may have to increase the volume of your hearing aid slightly. To return to normal listening, push the program button. Your hearing aid will beep to indicate which program you are in.

Compatibility.

Most (not all) corded phones are telecoil compatible. Wireless (Cell) Phones which are rated T3 or T4 are telecoil compatible (T4 is preferred). Check your telephone's instruction manual to find out whether your phone has this capability.

Some hearing aids users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible.

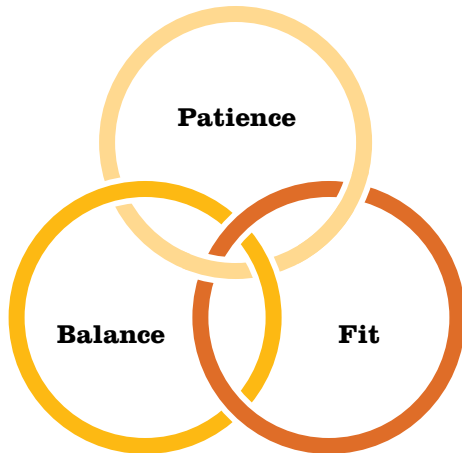
Speakerphone function also works well with your hearing aid.

Loop Systems. The telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. If your hearing aids do not operate when the telecoil is on, the loop system may not be operating or you may be in a "dead" spot. Try positioning yourself in a different part of the looped area or return your hearing aids to the microphone position and site as close to the speaker as possible.

Getting the Most from Your Hearing Aid

Your satisfaction with hearing aids depends on the type and degree of your hearing loss and your expectations. No hearing aid can restore the normal hearing of our youth, including those costing thousands of dollars.

However, you can maximize the return on your investment by understanding the **3 keys to hearing aid happiness**:



Patience

A new hearing aid can be a big adjustment. Your brain has to relearn how to hear and listen—in many cases to sounds it hasn't processed in years.

The amazing thing is that it still can—all these years later but it takes time and practice. In fact, medical studies have shown that your brain requires several weeks to adjust to your new hearing environment and become accustomed to your new hearing aids. During this time:

- You may initially notice lots of background sounds. These have almost always been a part of your environment, and in time you will tune out many of them and not notice them.
- You may find that a quiet environment is more comfortable in the beginning of the adjustment period. Gradually introduce new listening environments as your ears become accustomed to the hearing aids.
- The addition of new sounds in your life can be overwhelming to some people. Try wearing your hearing device for a short period each day and gradually extend the time that you wear them.

Getting the Most from Your Hearing Aid (cont'd)

- If you are a new to hearing aids, be aware that there will be sounds that you may not have heard in a long time. You will be able to tune out background noise in a short period of time.
- In noisy environments, you may find it easier to understand speech by facing the speaker. Focus on reading lips and observing facial expressions and body language.
- Your own voice may sound too loud. This is very common for new hearing aid users, but most people get used to it over time.
- You may also feel plugged up or feel like you're talking in a barrel. This "occlusion effect" is a normal reaction to wearing new hearing aids, and the sensation will usually go away in the first few weeks.

Using a hearing aid takes practice and patience. Some people adjust very quickly, and most adapt within a few weeks. Please do not give up prematurely.

Balance

We are born with 2 ears for a reason. It is best to maintain balance in treating hearing loss. If you have hearing loss in both ears, medical studies have shown that you will get **far greater satisfaction and the BEST results by wearing 2 hearing aids** for the following reasons:

1. Significantly better understanding of speech and conversation, since the brain is receiving a balanced signal from both ears
2. Less overall background noise amplification
3. Better hearing and understanding in noisy situations
4. Better localization of the direction of sounds
5. Listening will be more pleasing and effortless and less frustrating
6. Sound is balanced and more natural, especially music
7. Less chance of feedback or whistling from your hearing aids
8. Less tinnitus (ringing) in the ears when wearing 2 hearing aids
9. An overall improved quality of life when wearing 2 aids as compared to people wearing only one

Getting the Most from Your Hearing Aid (cont'd)

If you have hearing loss in both ears, but only ordered 1 aid, we strongly encourage you to try one aid in each ear. Use the enclosed coupon for a discount on your second aid. As always, you will receive a 45 day risk-free trial and money-back guarantee.

Fit

Hearing aids, no matter how expensive, are almost useless if they don't fit well. Without a proper fit, it is impossible to reap the full benefit of your investment.

- Your hearing aid comes with 6 different sizes of silicone domes. Choose the appropriate size of dome for your ear so that the fit inside the canal is snug. If the fit is loose, you may hear a whistling noise when the hearing aid is on.
- It can take time for a hearing aid to feel comfortable. Try wearing it for 30-60 minutes a day at the beginning and gradually extend the time that you wear the hearing aids.
- You may find that you require a different size dome once your ear has adjusted to wearing a hearing aid regularly.

Replacement of Tubes & Domes

For OPTIMAL PERFORMANCE, the hearing aid tubing and domes should be replaced every 3-6 months:

- Over time, hearing aid tubing and domes may become stiff and discolored.
- Replacing tubes and domes regularly keeps your hearing aids sounding and feeling like new.
- Visit www.mdhearingaid.com, where we offer a choice of different sizes of tubing if you are having difficulty achieving a proper fit.



Maintenance & Care

Follow these suggestions to keep the hearing aid performing optimally:

- Clean your hearing aid daily with a tissue or soft cloth. Do not use water, alcohol, or other liquid agent to clean the hearing aid as it may damage it.
- Keep your ears clean to maximize the benefit of your MDHearingAid®. Earwax can clog up your hearing aid tubing and cause it to not work properly. For best results, it may be beneficial to clean your ears with an over-the-counter ear wash kit or visit your physician.
- Use the cleaning wire to keep the tubing free from debris.
- Use the included brush to gently clean away wax and other debris.
- Do not let the hearing aid get wet. Do not use hair spray or a hair dryer while wearing the aid. Do not expose the aid to excess moisture or heat.
- Avoid physical shock to the aid, such as dropping it on the ground.
- Store your hearing aid in a cool dry place when not in use.
- If you are not going to use the hearing aid for a prolonged period of time, remove the battery to prevent corrosion from leakage.

In Case of Malfunction

Should your hearing aid not function properly, try the following:

- Make sure the hearing aid is switched on.
- Disconnect the tubing from the hearing aid and check for moisture in the tubing.
- Check that the dome or tubing is not blocked by earwax. Use the included brush, and also try to blow air through the ear tubing.
- Change the battery and make sure the new battery is inserted correctly.
- Read the troubleshooting guide on the following pages.
- Check the website www.mdhearingaid.com for more troubleshooting tips.

Troubleshooting

1. Instrument makes a whistling sound

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re-amplified. Most hearing aids (even ones costing thousands of dollars) will whistle when not inserted properly into the ear canal.
- Confirm that the hearing aid is working properly by removing the aid and covering the hole in the tubing/domes with your finger (the whistling should stop). Try pulling your ear up and back and reinserting ear piece into ear so it fits better (or try a different sized ear piece).
- Clean any wax that may be interfering with the hearing aid.
- Sometimes feedback may occur when you have a blockage of wax in the ear canal, a stiff eardrum (from a cold, for example) or any condition that causes sound to be reflected from the ear canal. In these cases, the fit may be fine, and the feedback will disappear when the condition is corrected.

- Check for any cracks in the tubing or the earhook. For optimal performance, the hearing aid domes should be changed every 3-6 months.
- Lower the volume if it is set too high, and try using a non-vented dome.

2. Instrument has a weak or no sound

- Make sure battery is inserted correctly and battery door is completely closed.
- Make sure battery is fresh. If there is any doubt, try a new one (remember to remove the sticky flap on the battery surface).
- Make sure the volume control is on. (volume dial should be set above the number 1).
- Check the battery contacts for corrosion.
- Reposition the hearing aid tubing/dome in your ear canal.

3. Sound is distorted or intermittent

- Rotate on/off switch (volume dial) back and forth, in case dust or lint has collected in the controls.
- Check the battery contacts to be sure they are not corroded.
- If the hearing aid was in a humid environment or subject to sweat, moisture may clog the aid and distort sounds. Consider using a hearing aid dehumidifier overnight.
- Lower the volume.
- Replace the battery with a fresh one.
- Check the domes for wax that may be blocking or for any signs of wear. Replace the domes if they appear stiff, bent, cracked, or frayed.

Warranty & Repair

The MDHearingAid® is covered against defects in materials and workmanship for 90 days from date you receive your order. If at our examination it is determined that the unit failed to work due to parts, materials or workmanship we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of the hearing aid, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty.

If you require warranty service, please contact customer service at **support@mdhearingaid.com**.

Repairs

If the unit requires repair after 90 days, you may contact us at **support@mdhearingaid.com** or **312-219-8422** for repair costs and instructions. The address for the repair facility is:

MDHearingAid, Inc.
Repairs Department
18447 W 8 Mile Road
Detroit, MI 48219-1520

*Please do not mail anything to this address
without contacting customer service first.*

Return Policy

At MDHearingAid® your satisfaction is **guaranteed**.

To get the most out of your hearing aids, please understand that no hearing aid can restore normal hearing. Your satisfaction with the MDHearingAid® depends to some degree on your expectations.

You have 45 days from the date of purchase to return the hearing aids. The reason for this long trial period is that it often takes several weeks to get used to the sound of any new hearing aids (even the most expensive ones). The vast majority of our customers find that once they get used to the MDHearingAid® AIR, it performs as well as hearing aids costing hundreds of dollars more.

If after 21 days of using the MDHearingAid® AIR, you are still not satisfied, please contact us for a Return Merchandise Authorization (RMA) number. For fastest service, please email **support@mdhearingaid.com**. Alternatively, you may call **312-219-8422**.

You will receive a **full refund** of your purchase price less shipping costs (or as directed on the site where you made the purchase). Detailed return instructions will be emailed to you along with the RMA.

Requests for an RMA ***prior to trying*** the hearing aids for 21 days will be granted but will carry a 10% restocking fee. Returns made without an RMA will incur a twenty percent (20%) restocking fee.

We are sorry, but we are unable to honor return requests after 45 days from the date of purchase.

Warning to Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Pain or discomfort in the ear.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.

Stop using the MDHearingAid® and consult a physician if:

- Hearing in one or both ears worsens.
- Your ear becomes occluded with excessive ear wax.
- Hearing does not improve while using the MDHearingAid®.
- You develop an infection of your ear or ear canal.
- Skin irritation develops in or around your ear canal.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading.

Important Notice for Prospective Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Children with hearing loss

This product is not for use by anyone under 18 years of age. In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF PURCHASE. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM, TO MDHEARINGAID, 917 W. WASHINGTON BLVD, SUITE 202, CHICAGO, IL 60607 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE INITIAL TRANSACTION. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(Date)

Technical Specifications

MAX OSPL90 126 dBSPL

HF Average OSPL90 119 dBSPL

HFA Full-on-gain. 40 dBSPL

THD@ 800 Hz. 0.6%

. 1600 Hz 0.7%

EQUIV INPUT NOISE 26 dB

BATTERY CURRENT DRAIN. 0.90 mA

THIS PAGE INTENTIONALLY LEFT BLANK

THIS PAGE INTENTIONALLY LEFT BLANK

www.MDHearingAid.com

Printed in U.S.A.

11.12